

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I have a child that suffers mental illness. Part of his ability to be able to function is having use of a cell phone. Although I can't really afford it, I have to find ways to make it possible. When I signed up through my local phone company to Cingular, the woman at Bell South began by giving me a fake name, but made the mistake of giving me her phone number so I could trace everything back to her and her REAL name.

She proceeded to make SO MANY PROMISES that were PURE LIES. Further, before I actually activated the phones, I asked the rep at Cingular if all of this was true, not to mention I waited two weeks before even ordering to be certain I had covered all of the bases.

After all of the promises of free handsets, services billed at lower rates than the REAL rate etc, a week later I received a bill for nearly 400.00.

They didn't add the services that would keep my rates low, they lied to me straight up.

When I called Bell South, the man there told me that I could send back the phones or deal with it. He treated me horribly. By that time, my 30 days were up and I am now locked in to a two year contract.

I can't take the phone from my son, it's the best thing that he's had to allow both of us some freedom.

Why do people find it necessary to lie and cheat consumers? Won't they make billions by simply being honest?????

I will leave this company the minute my plan agreement is up. I'm hoping by then there is so much competition that the prices will be driven way down and hopefully laws will finally be in place to protect the consumer.

If this is allowed to continue, I'll know that this governmental insanity will

certainly be on track to ruin everyone and everything in it's path.

What a legend... the administration et al that finally destroyed this country, body mind and spirit.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Jacqueline Rider